

SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN INTERACTIVE VOICE RESPONSE SYSTEM

ABSTRACT OF THE DISCLOSURE

A method and system for personalizing an interactive voice response (IVR)
5 system to reduce a number of key sequences to reach a desired source of information,
includes storing a caller profile, and retrieving the caller's profile to construct a
personalized IVR dialogue menu and play out the personalized menu.

5
10
15
20
25
30
35
40
45
50
55
60
65
70
75
80
85
90
95
100